In the Claims

Please amend the claims as follows:

1. (Currently Amended) A system integrated into a workflow process for use in improving management of a said workflow process, said workflow process comprising a sequence of tasks to be performed by at least one individual, said system comprising:

an interface processor for receiving, during the execution of a task in said workflow process, a message indicating recognition of an occurrence of a performance deficiency in a said workflow process;

a data processor conditioned for storing records in a repository, said an individual record comprising data representing current workflow context information indicating context occurring substantially at the time of recognition of said occurrence of said performance deficiency in said workflow process and information identifying said performance deficiency in said workflow process, in response to the said received message; and

an analyzer for analyzing said the data in said record identifying said performance deficiency in said workflow process to support improvement of said workflow process.

2. (Currently Amended) A system according to claim 1, wherein

said data processor stores a plurality of records in at least one repository, said records comprising data representing current workflow context information at the times of recognition of said performance deficiencies in said workflow process and information identifying a said plurality of corresponding performance deficiencies, and

said analyzer analyzes said data in said records identifying said performance deficiencies to identify a pattern of performance deficiencies in said workflow process.

3. (Original)   A system according to claim 2, wherein

said analyzer prioritizes identified performance deficiencies in said workflow process.

4. (Original)   A system according to claim 2, wherein

said analyzer initiates generation of an alert message to a user in response to analyzing said records.

5. (Original)   A system according to claim 2, wherein

said data processor stores said plurality of records in chronological sequence to facilitate identification of a time of first occurrence of a particular performance deficiency.

6. (Original)   A system according to claim 1, wherein

said performance deficiency comprises at least one of, (a) an error, (b) a deficiency in operation, (c) performance below a performance achievable with a proposed workflow process modification, (d) a deficiency of speed of operation, (e) a deficiency in usability, (f) a deficiency in efficiency, (g) a deficiency in operational capability and (h) a deficiency in output quality.

7. (Original)   A system according to claim 1, wherein

said context information includes at least one of, (a) a time, (b) a user identifier, (c) a workflow task identifier, (d) a workflow process input parameter, (e) a workflow process output parameter, (f) a decision rule applied in said workflow process, (g) a location, (h) an active participant, (i) an input terminal and (j) a workflow task result.

8. (Currently Amended) A system according to claim 1, wherein

said received message indicating occurrence of a performance deficiency in a workflow process is initiated in response to at least one of, (a) user data entry in a generated user interface display image during execution of a task in said workflow process and (b) automated performance assessment derived from workflow process operation monitoring of said workflow process.

9. (Currently Amended) A system according to claim 1, wherein

said workflow process ~~comprising~~ comprises a sequence of tasks to be performed by at least one individual to support healthcare delivery to a patient.

10. (Original) A system according to claim 1, wherein

said analyzer automatically parses said message indicating occurrence of said performance deficiency to identify a category of said performance deficiency.

11. (Original) A system according to claim 10, wherein

said analyzer automatically identifies said category of said performance deficiency by at least one of, (a) text string matching and (b) key word matching and

said analyzer initiates generation of an alert message to a particular participant associated with said identified category of performance deficiency based on a stored map associating said particular participant with said category.

12. (Original) A system according to claim 1, wherein

said analyzer analyzes said data in said records by statistically evaluating error frequency of identified performance deficiencies associated with particular workflow tasks.

13. (Currently Amended) A system integrated into a workflow process for use in improving management of a said workflow process, said workflow process comprising a sequence of tasks to be performed by at least one individual, said system comprising:

an interface processor for receiving, during the execution of a task in said workflow process, a message indicating recognition of an occurrence of a performance deficiency in a said workflow process;

a data processor conditioned for storing a plurality of records in at least one repository, said records an individual record comprising data representing workflow context information indicating context occurring substantially at the time of recognition of said occurrence of said performance deficiency in said workflow process and information identifying a plurality of corresponding performance deficiencies in said workflow process, in response to said the received message; and

an analyzer for initiating generation of an alert message to a user of the workflow system in response to analyzing said records.

14. (Currently Amended) A user interface system integrated into a workflow process for use in improving management of a said workflow process, said workflow process comprising a sequence of tasks to be performed by at least one individual to support healthcare delivery to a patient, comprising:

a display generator conditioned for initiating display of data representing at least one image enabling a user to enter data identifying a performance deficiency in a said workflow process during the execution of a task in said workflow process;

a data processor conditioned for storing a plurality of records in at least one repository, said records comprising data representing workflow context information indicating context occurring substantially at the time of recognition of said performance deficiencies and information identifying a plurality of corresponding performance deficiencies in said workflow process, in response to said entered data identifying said performance deficiency; and

an analyzer for analyzing said the data in said record identifying said performance deficiency to support improvement of said workflow process.

15. (Original) A system according to claim 14, wherein

said at least one image supports user entry of items including at least one of,

      (a) data identifying a particular performance deficiency by selection from a predetermined list of items indicating predetermined categories of performance deficiency,

      (b) text concerning a particular performance deficiency,

      (c) data selecting a checkbox identifying a particular performance deficiency from a plurality of checkboxes associated with a corresponding plurality of predetermined categories of performance deficiency,

      (d) data identifying a particular performance deficiency,

      (e) data identifying a magnitude of a particular performance deficiency,

      (f) data identifying urgency of a particular performance deficiency and

      (g) data identifying user dissatisfaction with particular workflow task performance.

16. (Original) A system according to claim 15, wherein

in response to said user entry of said items, said data processor stores said records comprising data representing workflow context information.

17. (Original) A system according to claim 14, wherein

said at least one image includes pre-populated items including at least one of, (a) a time, (b) a user identifier, (c) a context identifier, (d) a workflow task identifier, (e) a workflow process input parameter, (f) a workflow process output parameter, (g) a decision rule applied in said workflow process, (h) a location, (i) an active participant, and (j) a workflow task result, and (k) a terminal identifier.

18. (Original) A system according to claim 14, wherein

said data processor stores a pointer for use in locating said records in said at least one repository.

19. (Original) A system according to claim 14, wherein

said display generator initiates display of data representing a workflow image supporting user performance of a task involved in delivering healthcare to a patient, said workflow image including an image element enabling user initiation of display of said data representing said at least one image enabling a user to enter data identifying said performance deficiency in said workflow process.

20. (Original) A system according to claim 14, including

said display generator automatically selects a particular image for display enabling a user to enter data identifying said performance deficiency in said workflow process, said particular image being selected based on a type of workflow task associated with said performance deficiency.

21. (Original) A system according to claim 20, wherein

said particular image for display is selected from images including at least one of, (a) an option list, (b) a bar enabling entry of a value on a scale, (c) a bar enabling entry of a coloured element representing a value on a scale, (d) a message initiation option, (e) a hotline initiation option and (f) an urgency selection option.

22. (Original) A system according to claim 14, including

a database associating said performance deficiency with a particular type of user interaction, said type of user interaction being associated with at least one of, (a) input of data in support of a workflow process, (b) output of data in response to a workflow process and (c) a decision made in support of a workflow process and

said display generator automatically selects an image for display in response to said particular type of user interaction associated with said type of workflow task.

23. (Original) A system according to claim 14, including

a database associating said performance deficiency with a particular attribute, said attribute comprising at least one of, (a) presence of data in a workflow process, (b) lateness of arrival of data in response to a workflow process, (c) quality of performance of a task of a workflow process, (d) resources associated with a workflow process, (e) responsibility for a task of a workflow process, (f) urgency associated with a task of a workflow process and (g) severity of a problem associated with performance of a task of a workflow process, and

said display generator automatically selects an image for display in response to said particular attribute.

24. (Original) A system according to claim 14, including

a database associating said performance deficiency with a particular type of user interaction, said type of user interaction being associated with at least one of, (a) input of data in support of a workflow process, (b) output of data in response to a workflow process and (c) a decision made in support of a workflow process.

25. (Original) A system according to claim 24, wherein

said database associates a category of performance deficiency with said type
of user interaction.

26. (Original) A system according to claim 14, including

said at least one image enables a user to interactively modify an image
supporting user entry of data identifying a performance deficiency in a workflow process.

27. (Original) A system according to claim 14, including

a database associating said performance deficiency with a particular type of
user interaction, said type of user interaction being associated with at least one of, (a) input of
data in support of a workflow process, (b) output of data in response to a workflow process
and (c) a decision made in support of a workflow process.

28. (Currently Amended) A method utilizing a system integrated into a
workflow process for use in improving management of a-said workflow process, said
workflow process comprising a sequence of tasks to be performed by at least one individual,
said method comprising the activities of:

receiving by an interface processor, during the execution of a task in said
workflow process, a message indicating recognition of an occurrence of a performance
deficiency in a-said workflow process;

storing, using a data processor, records in a repository electrically coupled to
said data processor, said an individual record comprising data representing current workflow
context information indicting context occurring substantially at the time of recognition of said
occurrence of said performance deficiency in said workflow process and information
identifying said performance deficiency, in response to said received message; and

analyzing said the data in said record identifying said performance deficiency
in said workflow process to support improvement of said workflow process; and

initiating generation of an alert message to a user in response to analyzing said
records.

.

29. (Currently Amended) A method utilizing a system integrated into a
workflow process for use in improving management of a-said workflow process, said
workflow process comprising a sequence of tasks to be performed by at least one individual,
said method comprising the activities of:

receiving <u>by an interface processor, during the execution of a task in said</u> <u>workflow process,</u> a message indicating <u>recognition of an</u> occurrence of a performance deficiency in ~~a~~ <u>said</u> workflow process;

storing<u>, using a data processor,</u> a plurality of records in at least one repository <u>electrically coupled to said data processor,</u> ~~said records~~ <u>an individual record</u> comprising data representing workflow context information <u>indicating context occurring substantially at the</u> <u>time of recognition of said occurrence of said performance deficiency in said workflow</u> <u>process</u> and information identifying a plurality of corresponding performance deficiencies, in response to said received message; and

initiating generation of an alert message to a user in response to analyzing said records.

30. (Currently Amended) A method for providing a user interface for use in <u>an integrated system for</u> improving management of a workflow process, said workflow process comprising a sequence of tasks to be performed by at least one individual to support healthcare delivery to a patient, said method comprising the activities of:

initiating display <u>using a display generator</u> of data representing at least one image enabling a user to enter data identifying a performance deficiency in ~~a~~ <u>said</u> workflow process;

storing<u>, using a data processor,</u> a plurality of records in at least one repository <u>electrically coupled to said data processor,</u> ~~said records~~ <u>an individual record</u> comprising data representing workflow context information <u>indicating context occurring substantially at the</u> <u>time of recognition of said occurrence of said performance deficiency in said workflow</u> <u>process</u> and information identifying a plurality of corresponding performance deficiencies, in response to said entered data identifying said performance deficiency; and

analyzing ~~said~~ <u>the</u> data in said record identifying said performance deficiency to support improvement of said workflow process.